CONFIDENTIAL ASSISTANT

DEFINITION

Under general supervision, performs a variety of complex and specialized clerical support tasks for a college department or office and associated staff and performs related work as assigned.

CLASS CHARACTERISTICS

This class is distinguished from other confidential-designated support classes in that incumbents provide specialized clerical support tasks for a College department manager and staff. This position is confidential-designated because it may have access to or possession of information in the regular course of duties to the employer’s employee-employer relations. This is an experienced level class, capable of performing the full range of duties and tasks related to the department or office to which assigned. Positions in this class require a definable body of knowledge and skills which exceed those required of a lower level office support work and that is not normally learned on the job in a brief period of time. General work guidelines are normally provided by a department manager; however, day to day activities may require the use of initiative and judgment, when dealing with a variety of College staff, students, outside agencies, and representatives of the public.

EXAMPLES OF DUTIES (Illustrative Only)

- Provides office and clerical support for a department manager and for department staff members as needed and as assigned
- Performs complex and/or specialized office support work, which may require the exercise of judgment, the application of specialized skills and a knowledge of detailed or specialized activities related to the department to which assigned
- Serves as receptionist for the office or department; receives and screens telephone calls
- Schedules appointments for and maintains the calendar of a manager
- Produces drafts and a wide variety of finished documents from written materials, handwritten revisions, or oral instructions; reviews finished materials for completeness, accuracy, format, compliance with policies and procedures, and appropriate English usage
- Monitors budget allocations and expenditures, maintains financial and statistical records and prepares financial reports
- Creates, organizes, and maintains various files
- May attend meetings and prepare minutes
Prepares reports for submission to the Governing Board; Produces draft and finalized reports for submission to outside agencies from a variety of materials; Attends department meetings as required or assigned; Opens and sorts mail and attaches pertinent back-up material; May provide routine work instruction to student assistants or part-time staff on a project or day-to-day basis; Provides a variety of routine support such as requisitioning supplies or equipment, scheduling equipment and facility usage, and arranging for the repair and maintenance of equipment; Performs related duties as required or assigned.

**QUALIFICATIONS**

**Knowledge of:**

- Principles and terminology of the functional area to which assigned
- Standard office administrative and secretarial practices and procedures
- Business processes and terminology
- Basic budgetary principles and practices
- Record keeping principles and practices
- The operation of standard office equipment, including typewriter, photocopier, FAX machine, 10-key calculator, multi-line telephone, voice mail, laser printer and line printer
- The operation of a PC and standard software, including word processing and spreadsheets
- Correct English usage, including spelling, grammar, punctuation and vocabulary
- Basic mathematics

**Skill in and Ability to:**

- Perform specialized, complex and confidential office and secretarial assistance
- Operate a ten-key calculator by touch, with speed and accuracy
- Take and transcribe minutes
- Use initiative and judgment within established guidelines
- Organize work, set priorities, and meet critical deadlines
- Compose correspondence from brief written or oral instructions
- Establish and maintain detailed and accurate files and records
- Understand and follow written and oral instructions
- Establish and maintain effective working relationships with those contacted in the course of the work
- Type or operate a keyboard at a rate of 50 net words a minute
NOTE: Specific positions may require or desire bilingual skill.

Education and Experience:

A typical way of gaining the knowledge and skills outlined above is:

Equivalent to graduation from high school and three years of administrative support, including one year of experience related to the specialized area of assignment. College level coursework in business or an appropriate related field may be substituted for one year of the general experience outlined above.

Revised: December 7, 1998, pending Governing Board approval.

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